

**Appendix A-6:
Site Visit Stakeholder Interview Guide**

Evaluation of the Domestic Victims of Human Trafficking Program: Cohort 3

Site Visit Interview Guide

SITE: _____ Date: _____

RTI Interviewer: _____ RTI Notes: _____

Respondent(s): _____

Introduction

Thank you for taking time out of your schedule to talk to us today.

As you may know, the Administration for Children and Families (ACF) awarded cooperative agreements to 13 projects across the country to carry out activities under the Domestic Victims of Human Trafficking (DVHT) Program. This interview is part of the data collection for a cross-site process evaluation that aims to (1) describe how DVHT projects approach and accomplish the goals of the DVHT Program and (2) inform ACF's efforts to improve services for domestic victims of human trafficking. The evaluation is overseen by ACF's Office of Planning, Research, and Evaluation (OPRE), in collaboration with the Office of Trafficking in Persons (OTIP), and conducted by RTI International, an independent, nonprofit scientific research and development institute.

We are visiting a subset of the DVHT projects to talk with project staff, partners, and clients. The purpose of our interview today is to gain a better understanding of the operation of the [DVHT PROJECT NAME], including service delivery, partnerships, and strategies used to identify and serve domestic victims of human trafficking. We are interested in hearing your perspectives on project successes and challenges, and the lessons you have learned throughout project implementation.

The interview will take between 1 and 2 hours, depending on your role on the project. This interview is voluntary and your responses will be kept private to the extent permitted by law. No one outside the RTI evaluation team will know how you answered a specific question and your name will not be used in any report. Information collected from DVHT project staff and partners will be combined for reporting, however some information will be reported at the project-level which will identify DVHT projects by name. We may use quotes from interviews to illustrate a theme; however, we will attribute quotes to respondents' general roles (for example, "a case manager" or "a DVHT project partner") without naming the project.

Also, I need to let you know that an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for this information collection is 0970-0487 and the expiration date is xx/xx/xxxx.

With your permission, we would like to audio record the interview to ensure that we capture what you say accurately. We will securely store the audio file and after we clean up our notes, we will delete the audio. Is it okay with you if we audio-record this interview?

Before we begin, do you have any questions about RTI, the site visit, or the interview?

[Begin recording after consent]

OVERARCHING EVALUATION QUESTIONS

- How do DVHT projects address the goals of the DVHT Program (identifying victims, expanding collaborations, and providing services) within their community context?
- What are the challenges and strengths of both stand-alone and integrated models in achieving program outputs? [new programs]
- What are the relative strengths of stand-alone and integrated models in delivering services that are comprehensive, trauma informed, and culturally competent? [experienced programs]

[NOTE: **Project Leadership** includes the Project Director (PD) and other grantee or DVHT project staff who help manage and lead the DVHT project. Before interviews with PDs, review PD telephone interview notes to identify questions for which additional information or clarification is needed.]

Before we begin, I want to point out that when I use the term “the DVHT project”, I am referring to your ACF-funded Domestic Victims of Human Trafficking project, [DVHT project name]. Also, the questions use the term *victim* to refer to individuals who have experienced human trafficking victimization; however, we acknowledge that some people may prefer survivor or other terminology.

ORGANIZATIONAL AND RESPONDENT CHARACTERISTICS

<p>Project Leadership</p> <p>Case Manager(s) and Direct Services Staff</p> <p>Partner</p>	<p>REVIEW SURVEY RESPONSES: TIME SPENT ON PROJECT (PD 6-7; CM 29-31) AND HT EXPERIENCE (PD 4, 49, 50, CM 33, 34)</p> <p>You indicated that you have you been involved in anti-trafficking activities for [X –PD 4] years. In what ways were you involved before your DVHT project?</p> <p>When did you become involved in the DVHT project (e.g., before/during proposal stage)?</p> <p>Does your organization have funding or participate in other initiatives to address human trafficking besides the DVHT project?</p>
<p>Survivor Leader</p>	<p>How long have you been involved in anti-trafficking activities?</p> <p>When did you become involved in the DVHT project?</p>
<p>Partner</p>	<p>On average, what percentage of your time do you work on the DVHT project?</p> <p>You reported on your organization’s prior experience serving victims of trafficking. What about yourself? Did you have experience working with victims of human trafficking (or on the issue of human trafficking) before this project?</p> <p>[IF YES] PROBES:</p> <ul style="list-style-type: none"> ▪ In what capacity? Where? ▪ Foreign national, domestic, or both?

IMPLEMENTATION STATUS

<p>Project Leadership</p>	<p>Did the DVHT project extend or enhance an existing program or enable you to start a new program?</p>
----------------------------------	---------------------------------------------------------------------------------------------------------

<p>Project Leadership</p> <p>Partner</p>	<p>How would you describe the implementation status of the DVHT project? How would you rate the extent to which you have implemented your project on a scale of 1 to 5 with 5 being fully implemented and 1 being not at all implemented?</p> <p>Is there anything that you would like to share about early project implementation that is worth noting?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ What factors helped to facilitate early project implementation? ▪ Did the project experience significant implementation delays or challenges? If so, how did you address or overcome them?
--------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

DVHT PROJECT STAFF AND BUDGET

<p>Partner</p>	<p>REVIEW SURVEY RESPONSES (PTR 3, 4); PD INTERVIEW 4 (FOR PARTNER ROLES) <i>[IF PARTNER REPORTED RECEIVING DVHT PROGRAM FUNDING (PTR 3)]</i></p> <p>Will you describe how your organization uses the DVHT project funds you receive from [GRANTEE ORGANIZATION]?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ <i>[If partner reported DVHT project-funded staff (PTR 4)]</i> How many full-time and part-time staff are covered by the DVHT project? What are their roles?
-----------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

COMMUNITY CONTEXT

<p>Project Leadership (other than PD)</p> <p>Case Manager(s) and Direct Services Staff</p> <p>Partner</p> <p>Survivor Leader</p>	<p>REVIEW PD INTERVIEW 13</p> <p>How would summarize the resources available to trafficking victims in your surrounding community?</p>
<p>Case Manager(s) and Direct Services Staff</p> <p>Partner</p>	<p>In what ways do you think the DVHT project has <u>complemented</u> existing services available to domestic victims of trafficking in your project’s service area? (By ‘existing services’ we mean any service available, not only those which are specifically designed or intended for trafficking victims.)</p> <p><u>AND/OR</u></p> <p>In what ways has the project <u>duplicated</u> existing services available to victims in your project’s service area?</p> <p>REVIEW PD INTERVIEW 14-16</p> <p>Are there other anti-trafficking efforts in the area that are separate from the DVHT project?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ <i>[If yes]</i> Do you work together? ▪ Do you or others from your organization participate in a community-level (city-, county-, statewide) anti-trafficking task force or workgroup? What is

	<p>the role of the task force? Do the DVHT project and the task force collaborate and if so, in what ways?</p> <ul style="list-style-type: none"> ▪ Are there other federally-supported anti-trafficking programs that you/your organization/the DVHT project collaborates with?
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

PARTNERSHIPS

- How do grantees and partners work together to increase outreach and awareness of human trafficking, identify victims, and serve victims?
 - o What are the areas of collaboration between grantees and partners?
 - o Who are the partners and what are their roles?
 - o Which organization leads?
 - o What is the nature and quality of the partnerships?
 - o What is the criteria for identifying potential partners?

<p>Project Leadership</p>	<p><i>[FOR EACH PARTNER REPORTED TO BE IMPORTANT TO THE SUCCESS OF THE PROJECT (PD 43)]</i></p> <p>In your survey, you reported on the extent to which your partnership with each of your key partners impacts the success of your project. How does your partnership with [partner(s)] help the DVHT project meet its goals? What role(s) does [partner(s)] play in the DVHT project?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ increasing awareness of trafficking (e.g., training) ▪ conducting client outreach ▪ identifying victims ▪ providing services <p><i>[FOR EACH PARTNER THAT WAS REPORTED TO <u>NOT</u> HAVE AN IMPACT ON THE SUCCESS OF THE PROJECT (PD 43)]</i></p> <p>Will you elaborate on the reasons why [partner(s)] are not important to your project's success?</p> <p>With respect to collaborating with community partners to meet the goals of the DVHT project, what has worked well? What could be improved?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Are there any key areas/services missing from your partnerships? What are they? ▪ Did any partnerships turn out to be/work differently than anticipated/expected? ▪ Are there partnerships that you would like to see grow and develop more? Please explain. ▪ What factors have helped the project develop or expand collaborations? ▪ What factors have hindered collaboration? ▪ [Goals] What are your project's goals for partnerships? Are you meeting your goals? Why or why not?
<p>Case Manager(s) and Direct Services Staff</p>	<p><i>REVIEW SURVEY RESPONSES (CM 21e, 21f, 21i)</i></p> <p>How do you collaborate with DVHT project partner organizations?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ What role do case managers/direct service providers play in facilitating meaningful collaboration and coordination with and among community partners? ▪ Can you provide an example of when collaboration worked well?

	<ul style="list-style-type: none"> How do you share and receive information with/from partners? <p><i>REVIEW SURVEY RESPONSES (CM 21j)</i></p> <p>Do you work with the National Human Trafficking Hotline (NHTH)? If yes, how?</p> <p>PROBES:</p> <ul style="list-style-type: none"> How important is the NHTH in helping you identify trafficking victims? Is your organization in the NHTH's referral directory? Do you receive referrals from the NHTH? <p>Do you work with state hotlines? If yes, how?</p>
Partner	<p><i>REVIEW SURVEY RESPONSES (PTR 1, 2, 5, 6, 7, 13-18)</i></p> <p>How does your organization participate in the DVHT project?</p> <p>PROBES:</p> <ul style="list-style-type: none"> What is your organization's role? How long has organization been involved in the DVHT project? (e.g., helped develop the proposal, brought in as a partner after award, etc.) Did your organization collaborate with [GRANTEE ORG] before the DVHT project? <p><i>REVIEW SURVEY RESPONSES (PTR 17a, 17b, 18a-l)</i></p> <p>What has been your experience as a partner on the DVHT project?</p> <p>PROBES:</p> <ul style="list-style-type: none"> What has worked well? What challenges have you experienced? [<i>Probe on disagree survey responses to 17a, 17b, 18a-l</i>] <p><i>REVIEW SURVEY RESPONSES (PTR 19e)</i></p> <p>With respect to community partner collaboration and coordination to meet the goals of the DVHT project, what has worked well from your perspective? What could be improved?</p> <p>PROBES:</p> <ul style="list-style-type: none"> Are there any key partners missing from the project? Who? Have you reached out to them to get them involved? Did your partnership with the DVHT project turn out to be/work differently than expected? What factors have helped to facilitate collaborations? What factors have hindered collaboration?

OUTREACH AND COMMUNITY AWARENESS

- How do grantees and partners work together to increase outreach and awareness of human trafficking?
- What strategies do grantees use to identify and serve clients in outreach?

Project Leadership	<p>[Goals] We asked about strategies you've used to increase community awareness and client outreach over the phone. Now we'd like to ask about these activities from a different angle.</p> <ul style="list-style-type: none"> What are your project's goals for community awareness? Who is your target audience? How are you communicating your messaging to them? Are you meeting these goals? Why or why not?
---------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<ul style="list-style-type: none"> • What are your project's goals for client-level outreach? Are you meeting your goals? Why or why not? <p>What strategies have you used to increase community partners' capacity to identify trafficking victimization?</p>
Case Manager(s) and Direct Services Staff	<p><i>REVIEW SURVEY RESPONSES (CM 10s, 10t)</i></p> <p>Are you currently or have you been involved in client outreach or community awareness activities? [If yes] How so?</p> <p><i>REVIEW SURVEY RESPONSES (CM 21a)</i></p> <p>In what ways has your DVHT project increased awareness about domestic human trafficking?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Which strategies do you feel have worked well? Which strategies have not worked well (and why)? <p><i>REVIEW SURVEY RESPONSES (CM 21b, 1b -referrals from outreach)</i></p> <p>In what ways has your DVHT project conducted client-level outreach?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Are there any outreach strategies you/the DVHT project has used to identify and connect with victims that you feel are innovative? ▪ Are outreach approaches trauma-informed? Please describe how or how not.
Partner	<p><i>REVIEW SURVEY RESPONSES (PTR 15)</i></p> <p>Have you or your organization been involved in the DVHT project training and/or community awareness raising activities? [If yes] How so?</p> <p><i>REVIEW SURVEY RESPONSES (PTR 14)</i></p> <p>Have you or your organization been involved in the DVHT project client-level outreach? [If yes] How so?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Are outreach approaches trauma-informed? Please describe how or how not. <p><i>REVIEW SURVEY RESPONSES (PTR 19a, 20b)</i></p> <p>In what ways have you seen the DVHT project increase community awareness about domestic human trafficking? Client-level outreach?</p>

VICTIM IDENTIFICATION / SCREENING AND ASSESSMENT

- What strategies do grantees use to identify clients?
 - How do grantees provide or utilize trauma-informed, victim-centered approaches to identify victims?
 - What innovative approaches do DVHT projects implement to identify victims?
 - How do grantees and partners work together to identify victims?
- To what extent do grantees describe strategies as working well? What strategies have grantees found to be less effective?

Project Leadership	[Goals] What are your project's goals for victim identification? Are you meeting your goals? Why or why not?
	How would you describe the DVHT project's approach to identification of trafficking

<p>Case Manager(s) and Direct Services Staff</p> <p>Partner</p>	<p>victimization?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ What specific strategies has the DVHT project used to identify sex trafficking victims? Labor trafficking victims? ▪ Are there strategies that your project has used to identify victims that you feel are <u>innovative</u>? If so, can you explain the strategy? ▪ <u>How have community partners worked together</u> to identify sex/labor victims? ▪ Are victim identification approaches used <u>trauma-informed</u>? Please describe how or how not. <p>How do you determine if clients qualify for the DVHT project services?</p> <p><i>REVIEW SURVEY RESPONSES (CM 21c, 21d; PTR 19c, 19d)</i></p> <p>What has worked well in terms of identifying sex trafficking victims? Labor trafficking victims? What has been challenging?</p>
<p>Case Manager(s) and Direct Services Staff</p> <p>Partner</p>	<p><i>REVIEW SURVEY RESPONSES (CM 2; 10b; PTR 11)</i></p> <p><i>[IF RESPONDENT/ORG REPORTED USING A STANDARDIZED SCREENING & ASSESSMENT TOOL FOR HT VICTIMIZATION (CM 10b; PTR 11)]</i></p> <p>What is the name of the standardized screening and/or assessment tool your organization uses to determine whether individuals have experienced human trafficking victimization?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ How is it administered? When (e.g., at intake, before being assigned a case manager)? By whom? ▪ Who is screened (e.g., all the organization's clients or only a subset)? ▪ Was the tool developed in-house or is the tool unique to your organization? ▪ Is the tool used project-wide or only by your organization? <p><i>[IF RESPONDENT REPORTED THAT THEIR ORG DOES <u>NOT</u> USE A STANDARDIZED TOOL]</i></p> <p><i>Probe for details on how screening/assessment is done, if additional clarification is needed following discussion about identification of trafficking victimization.</i></p>

SERVICE DELIVERY

- What strategies do grantees use to serve victims in case management and other direct services?
 - How do grantees provide or utilize trauma-informed, victim-centered approaches to serve victims?
 - What innovative approaches do DVHT projects implement to meet victims' needs?
 - How do grantees and partners work together to serve victims?
- To what extent do grantees describe strategies as working well? What strategies have grantees found to be less effective?

Program Entry / Referrals

<p>Project Leadership</p>	<p>How do clients find out about or come into services?</p>
<p>Case Manager(s)</p>	<p>What happens if someone doesn't qualify for DVHT project services?</p> <p><i>Probe for possible reasons that someone would not qualify (age, foreign national,</i></p>

and Direct Services Staff	<i>experience does not meet definition of human trafficking, i.e., labor exploitation)</i>
Case Manager(s) and Direct Services Staff	<p>REVIEW SURVEY RESPONSES (CM 1)</p> <p>How are referrals made among your partners? How do you refer clients to [project/partners]? How do they refer clients to you?</p> <p>What strategies has the DVHT project used to build and strengthen referral pathways to project services (i.e., to ensure potential victims are referred to services)?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ internal referrals, informal referrals ▪ Do you have ideas as to what factors influence whether partners/other organizations refer a potential client to the DVHT project?
Partner	<p>REVIEW SURVEY RESPONSES (PTR 13)</p> <p>What factors have influenced whether you/your organization refers potential clients to the DVHT project? Or receives potential clients from DVHT project?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Have any of the following influenced your referrals to DVHT project services: training (internal and external), community awareness activities, outreach, identification approaches (e.g., screening tool)?

Case Management

Project Leadership	<p>What do you think are the most important aspects of providing case management to trafficking victims?</p> <p>[Goals] What are the DVHT project’s goals for case management? Is the project meeting its goals? Why or why not?</p>
Case Manager(s) and Direct Services Staff	<p>REVIEW SURVEY RESPONSES (CM 3-11)</p> <p>Will you walk us through how you provide case management to trafficking victims?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Please describe a typical ‘first interaction’ with a client. ▪ Please describe your intake and assessment process. ▪ What strategies do you use to build rapport and trust? <ul style="list-style-type: none"> ○ Are case managers mandated reporters? Does that impact case managers’ ability to build trust with clients and if so, how? ▪ How do you engage and retain clients over time? What strategies do you use to keep clients engaged? ▪ How do you communicate (i.e., mode) and how frequently? How much one on one time do you spend (in office, in community, transport, etc.)? ▪ <i>[If applicable, based on survey responses (CM 6, 7)]</i> How do you use a service plan in your work with clients? ▪ When and how do clients “exit” from services? Are cases formally closed? ▪ How long do clients typically stay engaged in case management? Is there a time limit on case management or any services? ▪ <i>[If necessary, based on survey responses (CM 8, 9, 10)]</i> Probe for clarification or more thorough understanding of frequent and infrequent case manager activities

	<p>Do staff members ever work with clients informally, i.e. not within a formal case management arrangement? What does informal work with clients look like?</p> <p>Does case management differ for clients who are domestic victims of human trafficking compared to other clients your organization serves?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ <i>[If applicable]</i> Is there anything different in providing case management to trafficking victims versus other vulnerable individuals (e.g., homeless/runaway youth, immigrant/refugee, other victims of violence, individuals who have gone through other types of trauma)? <p>What do you think are the most important aspects of providing case management to trafficking victims?</p> <p><i>[Assessment of success]</i> Does your organization/the DVHT project evaluate the delivery of case management services? In what ways? With what tools or processes?</p> <p><i>REVIEW SURVEY RESPONSES (CM 21hg)</i> <i>[DVHT PROJECT ACCOMPLISHMENTS]</i></p> <p>What do you attribute to the DVHT project's <i>[success/lack of success]</i> in providing victim-centered, comprehensive case management?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ What has worked well in terms of providing victim-centered case management? ▪ What has been challenging? How have you addressed these challenges?
<p>Partner <i>[if partner provides case management (see survey response (PTR 6a))]</i></p>	<p><i>[Definition]</i> How would you describe the DVHT project's case management model or approach?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ Are there strategies that the DVHT project has used to provide comprehensive case management that you feel are <u>innovative</u>? ▪ <u>How have community partners worked together</u> to provide comprehensive case management? ▪ Are case management approaches used <u>trauma-informed</u>? Please describe how or how not. Are specific trauma-informed approaches used in case management? ▪ Does case management differ across DVHT project service organizations (i.e., are DVHT clients receiving case management in different ways)? How so? Is your organization's approach to case management different from other DVHT project partners' approaches? <p><i>REVIEW SURVEY RESPONSES (PTR 20g)</i> <i>[DVHT PROJECT ACCOMPLISHMENTS]</i></p> <p>What do you attribute to the DVHT project's <i>[success/lack of success]</i> in providing victim-centered, comprehensive case management?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ What has worked well in terms of providing victim-centered, comprehensive

	<p>case management?</p> <ul style="list-style-type: none"> ▪ What has been challenging? How have you addressed these challenges? ▪ [Goals] What are the DVHT project's goals for case management? Is the project meeting its goals? Why or why not? ▪ [Assessment of success] Does your organization/the DVHT project evaluate the delivery of case management services? In what ways? With what tools or processes?
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Service Needs, Availability and Delivery

- To what extent do grantees report that they could meet victims' needs?
 - Which services do grantees identify as needed for victims of HT?
 - What services did DVHT projects provide to victims?
 - How do the types of services provided to DVHT vary across different types of agencies delivering the services?

<p>Project Leadership</p> <p>Case Manager(s) and Direct Services Staff</p>	<p><i>REVIEW SURVEY RESPONSES REGARDING CLIENT SERVICE NEEDS (PD 32, CM13) AND ABILITY TO MEET NEEDS (PD INTERVIEW 33)</i></p> <p>What are the primary service needs of the clients that the DVHT project has served?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Do any of the service needs surprise you (i.e., are any unexpected)? ▪ In what ways do needs differ for victims of sex trafficking and victims of labor trafficking? <p>What strategies has the DVHT project used to meet clients' needs?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Are there strategies that you feel are <u>innovative</u>? ▪ <u>How have community partners worked together</u> to provide a comprehensive menu of services? Please describe any new services created or made available through your collaboration with other organizations. ▪ Are service delivery approaches used trauma-informed? Please describe how or how not. Are specific trauma-informed interventions used in service delivery? <p><i>[PD INTERVIEW 33]</i> Which client needs are the most challenging to meet?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ What barriers to service delivery have you encountered? ▪ Are there any available services that are challenging for victims to access? <i>[If yes]</i> Please describe. <p>From your experience, what is "best practice" for service delivery to trafficking victims? In other words, what are the most important aspects or components of a program for or approach to providing services to trafficking victims?</p>
<p>Case Manager(s) and Direct Services Staff</p>	<p><i>REVIEW SURVEY RESPONSES REGARDING SERVICE AVAILABILITY (CM 12)</i></p> <p>Will you tell me more about the services (other than case management) that are available to clients through your organization and project partners?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ <i>[If necessary, based on survey responses (CM 12)]</i> Ask for clarification or for more details to better understand what services are provided by whom ▪ Does your program use a standardized curriculum or program? <i>[If yes]</i> Please describe. How did you select this program?

	<ul style="list-style-type: none"> ▪ Do any of the services that you provide as part of the DVHT project include evidence-based interventions (e.g., trauma-focused cognitive behavioral therapy)? <i>[If yes]</i> If so, how are these models implemented in practice? ▪ Are there services that you offer/prepared to provide that are not needed? ▪ What strategies are you using to meet clients' needs for services that are unavailable? <p><i>REVIEW SURVEY RESPONSES (CM 21g)</i> [DVHT PROJECT ACCOMPLISHMENTS] What do you attribute to your project's [success/lack of success] in developing/expanding a comprehensive menu of services for victims?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ Do you have anything to add beyond what you've already shared regarding strategies and challenges?
<p>Partner</p>	<p>What are the service needs of the DVHT clients with whom you've worked?</p> <p><i>REVIEW SURVEY RESPONSES (PTR 9)</i> What strategies does your organization use to meet clients' various service needs?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ Are there strategies that your organization has used to meet clients' needs that you feel are <u>innovative</u>? ▪ What collaborative strategies have you used (involving other project partners)? ▪ Are service delivery approaches used trauma-informed? Please describe how or how not. Are specific trauma-informed interventions used in service delivery? ▪ Do any of the services that you provide as part of the DVHT project include evidence-based interventions (e.g., trauma-focused cognitive behavioral therapy)? <i>[If yes]</i> If so, how are these models implemented in practice? ▪ Does your organization use a standardized curriculum or program with trafficking clients? <i>[If yes]</i> Please describe. How did you select this program? <p>What challenges related to service delivery have you encountered?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ How has your organization addressed each of these challenges? <p>From your experience, what is "best practice" for service delivery to trafficking victims?</p> <p><i>REVIEW SURVEY RESPONSES (PTR 20f)</i> [DVHT PROJECT ACCOMPLISHMENTS] What do you attribute to your project's [success/lack of success] in developing/expanding a comprehensive menu of services for victims?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ From your perspective, in what ways is service delivery to DVHT clients working well? ▪ What could be improved?

Trauma-Informed Care

- How do project staff and partners define trauma-informed, victim-centered care for trafficking victims?
- How do grantees provide or utilize trauma-informed, victim-centered approaches?
 - Which trauma-informed interventions and approaches do projects use?
 - What challenges and obstacles to implementation of trauma-informed approaches do projects encounter?

<p>Case Manager(s) and Direct Services Staff</p> <p>Partner</p> <p>Survivor Leader</p>	<p>Will you tell me more about the ways in which <u>your organization</u> uses trauma-informed, victim-centered approaches?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ How do you define trauma-informed, victim-centered care for trafficking victims? ▪ Please describe strategies used to ensure that the environment/services you provide <ul style="list-style-type: none"> ○ are sensitive to the types of trauma that clients may have experienced [<i>probe for allowing victim to tell own story, elimination of trauma trigger words</i>]; ○ are a good match to clients' race, ethnicity, sexual orientation, and gender identity [<i>probe for access to staff/resources that speak client's language, awareness of culture, respecting cultural norms or concerns, documents translated in client's language</i>]; and ○ are a good match for clients' age and developmental state [<i>probe for language appropriate to age or level of understanding; provide documents at appropriate reading level</i>]. ▪ What are the most important aspects of providing trauma-informed care to trafficking victims? <p>Does your organization offer any trauma-specific interventions¹? <i>[If yes]</i> How is [<i>curriculum/program</i>] being implemented?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ When it is offered? For how long? ▪ Who receives it? ▪ What are the benefits/challenges of using that curriculum? <p>What obstacles or challenges to implementation of trauma-informed approaches have you encountered?</p> <p>How do you assess whether your organization/another service provider is trauma-informed?</p>
-------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Housing

- How do grantees address victims' immediate and long-term housing needs?

¹ Trauma-specific intervention examples:

- Addiction and Trauma Recovery Integration Model (ATRIUM)
- Essence of Being Real
- Risking Connection
- Sanctuary Model
- Seeking Safety
- Trauma, Addiction, Mental Health, and Recovery (TAMAR)
- Trauma Recovery and Empowerment Model (TREM and M-TREM)

- What strategies, innovative approaches do grantees employ?
- With whom do grantees develop multi-disciplinary partnerships?
 - What kind of agency partnerships are important to develop to support housing needs of victims?
- How do grantees offer housing supports that are trauma-informed and meet the unique needs of HT victims?
- What challenges do grantees encounter?
 - How do they address challenges encountered?
- To what degree do grantees report that they are able to meet victims' housing needs?
 - Which needs are they least able to meet?

<p>Project Leadership</p>	<p>REVIEW SURVEY RESPONSES REGARDING HOUSING AVAILABILITY (PD 31h & 31i) AND NEEDS (PD 32h, 32i); ACCOMPLISHMENTS PD 46o, 46p); PD INTERVIEW 35, 36</p> <p>During our telephone interview we discussed the strategies that your project is using to meet the immediate and long-term housing needs of domestic trafficking victims. [Recap strategies]. Are there additional approaches that you'd like to tell us about?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ How are you addressing immediate housing needs? ▪ How are you addressing long-term housing needs? <p>What are the main challenges that you have encountered to helping domestic trafficking victims meet their housing needs? How has your project addressed these challenges?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Emergency shelter that is equipped to serve trafficking victims ▪ Transitional housing ▪ Affordable long-term housing ▪ Challenges accessing HUD sponsored housing support ▪ Residential options for clients that need extra support (i.e., transitional housing for homeless, runaway youth) ▪ Safe housing ▪ Financial resources to help support clients' housing needs ▪ Housing options that clients want ▪ Trauma-informed housing supports ▪ Specific populations (e.g., men, boys, LGBTQ, clients with children, clients with criminal histories, clients with mental illness or other challenges) <p>Are there any special considerations for providing housing support to trafficking victims?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ What advice would you give to an organization who wants to provide housing to domestic human trafficking victims?
<p>Case Manager(s) and Direct Services Staff</p>	<p>REVIEW SURVEY RESPONSES REGARDING HOUSING AVAILABILITY (CM 12h, 12i), NEEDS (CM 13h, 13i), AND INNOVATIVE STRATEGIES (CM 21)</p> <p>[Summarize survey responses regarding extent of need for housing (CM 13h, 13i)]</p> <p>What strategies has the DVHT project used to meet the <u>immediate</u> housing needs of domestic trafficking victims?</p> <p>What strategies has the DVHT project used to meet the <u>long-term</u> housing needs of</p>

domestic trafficking victims?

PROBES:

- Are there innovative approaches that you've tried? *Probe for use of host home approach*
- How do you collaborate with project partners to address housing?
- How have you addressed the DVHT Program goal of offering housing that is trauma-informed and meets the unique needs of domestic trafficking victims?

[IF GRANTEE OR FORMAL PARTNER ORGANIZATION PROVIDES HOUSING] Will you please describe the [short-term and/or long-term] housing available to trafficking victims?

PROBES:

- What are the benefits of directly providing housing to trafficking victims?

[IF RESIDENTIAL PROGRAM IS OFFERED]

Will you please tell us about the residential program?

PROBES:

- Is program specifically for trafficking victims
- What is the length of stay
- How many individuals are served (program capacity and average number in program)
- What are the benefits of providing a residential program for trafficking victims?
- What challenges have you encountered in the program?

[IF NEITHER GRANTEE NOR FORMAL PARTNER PROVIDES HOUSING] In what ways do you partner with others to meet clients' housing needs?

[DVHT PROJECT ACCOMPLISHMENTS] To what do you attribute to your project's [success/lack of success] in

- addressing the *short-term housing* and shelter needs of domestic trafficking victims? *(CM 21o)*
- addressing the *long-term housing* and shelter needs of domestic trafficking victims? *(CM 21p)*

Are there any special considerations for providing housing support to trafficking victims?

Partner	<p><i>[IF THE PARTNER PROVIDES HOUSING (PARTNER SURVEY ITEMS 8H & 8I)]</i> Will you please describe the [short-term and/or long-term] housing available through your organization to domestic trafficking victims?</p> <p><i>[IF RESIDENTIAL PROGRAM IS OFFERED]</i> Will you please tell us about the residential program? PROBES:</p> <ul style="list-style-type: none"> <input type="radio"/> Is program specifically for trafficking victims <input type="radio"/> What is the length of stay <input type="radio"/> How many individuals are served (program capacity and average number in program) <input type="radio"/> What are the benefits of providing a residential program for trafficking victims? <input type="radio"/> What challenges have you encountered in the program? <p>Are there any special considerations for providing housing support to domestic trafficking victims?</p> <p><i>[DVHT PROJECT ACCOMPLISHMENTS]</i> To what do you attribute to the DVHT project's [success/lack of success] in</p> <ul style="list-style-type: none"> <input type="radio"/> addressing the short-term housing and shelter needs of victims? (PTR 20n) <input type="radio"/> addressing the long-term housing and shelter needs of victims? (PTR 20o)
----------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Mental Health and Substance Use Treatment Services

- How do projects address victims' needs related to mental health and substance use?

Project Leadership	<p>REVIEW SURVEY RESPONSES REGARDING AVAILABILITY OF MH (PD 31o) AND SUBSTANCE USE TREATMENT (PD 31t) AND NEEDS (PD 32o, 32t); ACCOMPLISHMENTS (PD 46m, 46n); AND STRATEGIES (PD INTERVIEW 37-38)</p> <p>■</p> <p>During our telephone interview we discussed the strategies that your project is using to meet the mental health and substance use treatment needs of domestic trafficking victims. [Recap strategies (PD INTERVIEW 37, 38)]. Are there additional approaches that you'd like to tell us about?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ How are you addressing needs related to mental health? ▪ How are you addressing needs related to substance use assessment and treatment (including detox and longer-term treatment)? ▪ Are there ways in which these services can be improved to better meet the needs of domestic victims of human trafficking? <p><i>[IF NOT ANSWERED SUCCIFICIENTLY IN PD INTERVIEW (39)]</i> To what extent has the DVHT project been able to meet the mental health and substance use treatment needs of domestic trafficking victims?</p> <p><i>[IF NOT ANSWERED SUCCIFICIENTLY IN PD INTERVIEW (39)]</i> What are the main challenges that you have encountered to helping domestic trafficking victims meet their mental health needs? How has your project addressed these challenges?</p>
---------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p>PROBES:</p> <ul style="list-style-type: none"> ▪ Mental health screening/assessment ▪ Referrals ▪ Service delivery <p><i>[IF NOT ANSWERED SUCCIFICIENTLY IN PD INTERVIEW (39)]</i> What are the main challenges that you have encountered to helping domestic trafficking victims meet their substance use treatment needs? How has your project addressed these challenges?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Substance use screening/assessment ▪ Referrals ▪ Service delivery
<p>Case Manager(s) and Direct Services Staff</p>	<p>REVIEW SURVEY RESPONSES REGARDING AVAILABILITY OF MH (CM 12o) AND SUBSTANCE USE TREATMENT (CM 12t) AND NEEDS (CM 13o, 13t); ACCOMPLISHMENTS (CM 21m, 21n), AND INNOVATIVE STRATEGIES (CM 22)</p> <p>Summarize survey responses regarding extent of need for mental health (CM 13o) and substance use treatment (CM 13t) services.</p> <p>How do you identify mental health and substance use treatment needs?</p> <p>Can you walk us through what happens when you identify a client that needs mental health and substance use treatment? What do you do to meet that need?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ What services are offered? (CM 12o, 12t) ▪ How are these services offered? ▪ What strategies do you use to meet clients' needs? ▪ What innovative approaches have you used? (CM 22) ▪ How do you collaborate with partners to meet these needs? <p>[DVHT PROJECT ACCOMPLISHMENTS] To what do you attribute to your project's [success/lack of success] in</p> <ul style="list-style-type: none"> ○ addressing the <i>mental health</i> treatment needs of victims? (CM 21m) ○ addressing the <i>substance use</i> treatment needs of victims? (CM 21n) <p>PROBES:</p> <ul style="list-style-type: none"> ▪ To what extent has the DVHT project been able to meet the mental health treatment needs of domestic trafficking victims? Substance use treatment needs? <ul style="list-style-type: none"> ○ Probe for screening/assessment, referrals, service delivery (including detox and longer-term substance use treatment) ▪ What has worked well? ▪ What are the main challenges that you have encountered to helping victims meet their mental health needs? Substance use treatment needs? How has your project addressed these challenges?
<p>Partner</p>	<p><i>[IF PARTNER PROVIDES MENTAL HEALTH AND/OR SUBSTANCE USE TREATMENT SERVICES (PTR 9m & 9r)]</i></p> <p>Will you please describe the <i>mental health services</i> available through your organization to domestic trafficking victims?</p>

	<p>Will you please describe the <i>substance use treatment services</i> available through your organization to domestic trafficking victims?</p> <p>Are there any special considerations for providing mental health treatment to trafficking victims? Substance use treatment (detox and longer-term treatment)?</p> <p>[DVHT PROJECT ACCOMPLISHMENTS] To what do you attribute to the DVHT project's [success/lack of success] in</p> <ul style="list-style-type: none"> o addressing the <i>mental health</i> treatment needs of domestic trafficking victims? (PTR 20l) o addressing the <i>substance use</i> treatment needs of domestic trafficking victims? (PTR 20m) <p>PROBES:</p> <ul style="list-style-type: none"> ▪ To what extent has the DVHT project been able to meet the mental health and substance use treatment needs of trafficking clients? <ul style="list-style-type: none"> o Probe for screening/assessment, referrals, service delivery ▪ What has worked well? ▪ What are the main challenges that you have encountered to helping victims meet their mental health and substance use treatment needs? How have you addressed these challenges?
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

INTEGRATION OF SURVIVORS IN SERVICE DEVELOPMENT AND DELIVERY

- How do grantees define “survivor engagement”?
- To what extent do grantees report they engage and integrate survivors in program development and service delivery?
 - o In what ways are survivors involved in DVHT program development and service delivery?
- What processes do grantees use to recruit, screen hire, train, and support survivors to be involved in service delivery?
 - o Do projects use a screening tool to vet survivors?
 - o Are survivors compensated for their time or do they serve as volunteers or both?
- What are the characteristics of survivors who are engaged in DVHT projects?
- What factors influence survivors’ interest in and readiness to engage as peer leaders?
- In what ways is survivor engagement beneficial in achieving organizational goals and objectives?
- What are the barriers to survivor engagement?
 - o How do survivors and grantee/partner staff address these barriers?
 - o Are there any negative implications in using survivors in program development and service delivery?

NOTE: THROUGHOUT THIS SECTION, WE USE THE TERM “SURVIVOR LEADERS” AS A BROAD TERM TO REFER TO SURVIVORS WHO ARE ENGAGED AS STAFF OR VOLUNTEERS. WE USE THE TERM “PEER MENTOR” AS SURVIVORS WHO SERVE AS A MENTOR TO OTHER CLIENTS WHO HAVE EXPERIENCED TRAFFICKING. THE INTERVIEWER SHOULD ADJUST THESE TERMS TO REFLECT THE TERMINOLOGY THAT THE SITE USES.

Project Leadership	<p>REVIEW SURVEY RESPONSES REGARDING STRATEGIES (PD 44, 45) AND ACCOMPLISHMENTS (PD 46r); PD INTERVIEW 48-50</p> <p>As you know, ACF is interested in understanding how DVHT projects engage</p>
---------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p>■</p>	<p>human trafficking survivors in developing programs and providing services. During our telephone discussion, you shared about the ways in which your DVHT project is integrating survivors in service development and delivery. <i>[Summarize key points from survey/interview.]</i></p> <p>What are the characteristics of survivors who are involved in your DVHT program’s development/service delivery? PROBES:</p> <ul style="list-style-type: none"> ▪ How many survivors of trafficking are engaged in your DVHT project currently? ▪ Has the number of survivors who are engaged in program development/delivery changed since we last spoke [telephone interview]? ▪ Of the survivors engaged in your DVHT project, how many have received prior services from your agency or “graduated” from your trafficking program? ▪ What factors influence survivors’ interest in and readiness to engage as peer leaders? <p>What process did you use to identify, recruit, and hire survivors to be involved in program development and service delivery? PROBES:</p> <ul style="list-style-type: none"> ▪ Tell us more about the candidate recruitment and hiring process you used. ▪ Did you use a screening tool or other approach to vet survivors? ▪ Did you experience any challenges in the recruiting, hiring process? ▪ When do you offer the opportunity for survivors to become engaged in service development and delivery (e.g., after they “finish” formal program services)? ▪ How do you identify which leadership role the survivor wants to do and has capacity/qualifications to do? ▪ How do you determine if a survivor is ready to be involved in service development? Service delivery? How do you gauge a survivor’s “capacity” to perform a formal role in service development/delivery? <p>What types of training and support do you provide to survivor leaders? PROBES:</p> <ul style="list-style-type: none"> ▪ What training did survivor leaders receive? ▪ Please describe the supervision and support you provide. ▪ Does training and support differ for survivors who are paid employees versus volunteers? ▪ Did you experience any challenges to supervising, and/or supporting survivors in their leadership roles? <i>[If yes]</i> How have you addressed them? <p>How is the survivor engagement component of your program working? PROBES:</p> <ul style="list-style-type: none"> ▪ What is working well? ▪ In what ways is survivor engagement beneficial in achieving organizational goals and objectives?
----------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<ul style="list-style-type: none"> ▪ To what extent do survivors inform project decisions and implementation? ▪ What challenges have you encountered related to survivor integration in your DVHT project? What are the barriers to survivor engagement in service development/delivery? How have you and the survivor leaders addressed these barriers? ▪ Are there any negative implications in using survivors in program development and service delivery? <p><i>[For projects that engage survivors as peer mentors]</i></p> <ul style="list-style-type: none"> ▪ What does the peer mentor role entail? ▪ What benefits to having peer mentors have you witnessed? ▪ What are the challenges? ▪ Did you model the peer mentor program after other programs, models, or interventions? ▪ What are the key lessons you've learned related to the peer mentor component? <p>What feedback have you received from survivors that you have integrated into your project?</p> <ul style="list-style-type: none"> ▪ What feedback, if any, from survivors have you been surprised by? Why?
<p>Case Manager(s) and Direct Services Staff</p>	<p><i>REVIEW SURVEY RESPONSES REGARDING ACCOMPLISHMENTS (CM 21r) AND INNOVATIVE STRATEGIES (CM 23)</i></p> <p>ACF is interested in understanding how projects engage human trafficking survivors in developing programs and providing services. In what ways has the DVHT project involved survivors in program development and/or service delivery?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ <i>Ask for more information about how project is using innovative strategies (CM 25)</i> <p><i>[DVHT PROJECT ACCOMPLISHMENTS]</i> What do you attribute to your project's <i>[success/lack of success]</i> integrating survivors in the development and delivery of services? (CM 21r)</p> <ul style="list-style-type: none"> ○ What approaches to integrating survivors into service development and/or delivery have worked well? ○ What barriers to survivor engagement in service delivery have you experienced?
<p>Partner</p>	<p>Do you obtain feedback or perspectives from trafficking survivors to inform your programs or the services that you offer? <i>[If yes]</i> Please explain.</p> <p>Does your organization include survivors of human trafficking in service development or delivery?</p> <p><i>[IF YES] PROBES:</i></p> <ul style="list-style-type: none"> ▪ In what ways? ▪ What roles do survivors play? ▪ Volunteer or paid positions? ▪ (If applicable) How did you recruit, hire? ▪ What training and support do survivors receive? ▪ What does "survivor leadership" look like in your project?

	<ul style="list-style-type: none"> ▪ What is working well? ▪ In what ways is survivor engagement beneficial in achieving organizational goals and objectives? ▪ To what extent do survivors inform project decisions and implementation? ▪ What challenges have you encountered related to survivor integration in your DVHT project? What are the barriers to survivor engagement in service development/delivery? How have you and the survivor leaders addressed these barriers? ▪ Are there any negative implications in using survivors in program development and service delivery? <p>REVIEW SURVEY RESPONSES ACCOMPLISHMENTS (PTR 20q) [DVHT PROJECT ACCOMPLISHMENTS] What do you attribute the DVHT project's [success/lack of success] in integrating survivors in the development and delivery of services? (PTR 20q)</p>
<p>Survivor Leader</p>	<p>ACF is interested in understanding how DVHT projects engage human trafficking survivors in developing programs and providing services.</p> <p>How did you become involved in the DVHT project? PROBES:</p> <ul style="list-style-type: none"> ▪ Did you receive prior services from this agency or “graduated” from a program here? ▪ What made you interested in being a survivor leader? ▪ How did you know you were “ready” to be involved professionally in this work? <p>What is your role as a survivor leader? PROBES:</p> <ul style="list-style-type: none"> ▪ Are you working on a volunteer basis or are you a paid employee? ▪ What are your day-to-day duties? ▪ Please describe any work that you do with clients. ▪ Are you given the opportunity to inform project decisions and implementation? <p><i>[If yes]</i></p> <ul style="list-style-type: none"> ○ What input have you provided that has been implemented in the project? ○ Do you feel like your input is used to inform project decisions and implementation? Please explain. <p><i>[For survivor leaders that serve as peer mentors]</i></p> <ul style="list-style-type: none"> ▪ What does the peer mentor role entail? ▪ What are the benefits of having a peer mentor? ▪ What are the challenges? ▪ What are the key lessons you've learned about being a peer mentor? What works well? What could be improved? <p><i>[If applicable] What process did you go through to become hired as a survivor leader?</i> PROBES:</p>

	<ul style="list-style-type: none"> ▪ Tell us about the recruitment and hiring process. ▪ Did you feel that the recruitment and hiring process worked well? Why or why not? <p>What types of training and support have you received?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ What training did you receive? Was the training sufficient for your work as a survivor leader? Do you feel that the training could be improved? ▪ Please describe the supervision and support you receive in your work. <p>How is the survivor engagement component of the DVHT program working?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ What is working well? ▪ What are the benefits of having survivor engagement as part of the DVHT program? ▪ What challenges have you encountered as a survivor leader? ▪ Are there any ways that the DVHT project could improve how they work with survivor leaders?
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

STAFF QUALIFICATIONS, TRAINING, AND STANDARDS OF CARE

- What standards of care do grantees and partners utilize?
 - What qualifications (education, skills, experience, and attributes) do DVHT program staff have and need?
 - What types of training and continuing education is offered to staff?

Project Leadership	<p>REVIEW SURVEY RESPONSES (PD 36-39); PD INTERVIEW 42-47</p> <p>You rated the following qualifications as very important [summarize survey results, including additional qualifications described]. (PD 36) Why are these qualifications important?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Are there additional skills, attributes, or areas of experience that you'd like to expand on? ▪ When hiring staff to work with trafficking victims, what do you think are the most important qualities and areas of experience to look for? ▪ Are there any skills or areas of knowledge/experience that you feel <u>you</u> lack to be able to do your job well? <p><i>[If DVHT project staff have received training in TIC (PD 38)] Will you please describe the training in trauma-informed care that DVHT project staff have received?</i></p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ When did they receive training? Who received it? Who provided the training? <p>Will you please describe the supervision offered to DVHT project staff?</p> <p>What resources and opportunities are offered to case managers and direct service staff for self-care?</p>
---------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p><i>[If disagree (PD Survey 39c)]</i> Does your organization have informal or unwritten guidelines or practice standards for service delivery to victims of human trafficking?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ <i>[If yes]</i> Please describe. ▪ <i>[If no]</i> Do you feel guidelines or practice standards for service delivery to victims of human trafficking would be helpful to you? <i>[If yes]</i> In what ways? What type of standards/guidelines would be helpful?
<p>Case Manager(s) and Direct Services Staff</p>	<p>REVIEW SURVEY RESPONSES REGARDING QUALIFICATIONS, TRAINING, AND PRACTICE STANDARDS (CM 15-20, 21)</p> <p>Case managers rated the following qualifications as very important [summarize survey results, including additional qualifications described]. (CM 15, 16) Why are these qualifications important?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ What are the 2-3 most important qualifications? ▪ Are there any skills or experience that you feel you lack to be able to do your job well? <p><i>[Frame question based on survey responses (CM 17-20b)]</i> Will you describe the training/continuing education that you [received/feel you lack]?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Was the training/continuing education a one-time session or is there a training “program” that focuses on continuing development? ▪ <i>[If received]</i> Was the training skills or knowledge based? <p>Will you please describe the supervision you receive?</p> <p>What opportunities and support do you have for self-care?</p> <p><i>[Frame question based on survey response (CM 20c)]</i> <i>[If agree]</i> Will you describe the documented guidelines or practice standards for service delivery to victims of human trafficking your organization has?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ How do you use them? ▪ How are they helpful to you? <p><u>OR</u></p> <p><i>[If disagree]</i> Does your organization have undocumented guidelines or practice standards for service delivery to victims of human trafficking?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ <i>[If yes]</i> Please describe. ▪ <i>[If no]</i> Do you feel guidelines or practice standards for service delivery to victims of human trafficking would be helpful to you? <i>[If yes]</i> In what ways? What type of standards or guidelines would be helpful? <p>[DVHT PROJECT ACCOMPLISHMENTS] What do you attribute the DVHT project’s [success/lack of success] in implementing and following guidelines or practice standards for service delivery? (CM 21)</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ <i>[If successful]</i> In what ways has the DVHT project been successful? What has

	<p>worked well?</p> <ul style="list-style-type: none"> ▪ <i>[If not successful]</i> Has this created any problems? Please describe.
Partner	<p>From your perspective, what qualifications (skills, experience, education, and attributes) do staff who work with victims of human trafficking need?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ Experience: Working with victims (HT and other); case management/advocacy; crisis intervention/safety planning; law enforcement/judicial system ▪ Knowledge: community based services/resources; legal terminology/court practices; laws relating to HT, DV, crime victims ▪ Passion for serving HT victims ▪ Being a survivor ▪ Other <p>Do you feel the DVHT project case management and other staff are well qualified and sufficiently trained to do their jobs well?</p> <p>What type of training and/or continuing education have you and staff at your organization had related to human trafficking? Trauma-informed care? Other?</p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ Was the training a one-time training or is there a training “program” that focuses on continuing development? ▪ Was the training skills or knowledge based? <p><i>REVIEW SURVEY RESPONSES ACCOMPLISHMENTS (PTR 20k)</i></p> <p><i>[DVHT PROJECT ACCOMPLISHMENTS]</i> What do you attribute the DVHT project’s <i>[success/lack of success]</i> in implementing and following guidelines or practice standards for service delivery? <i>(PTR 20k)</i></p> <p><i>PROBES:</i></p> <ul style="list-style-type: none"> ▪ <i>[If successful]</i> In what ways has the DVHT project been successful? What has worked well? ▪ <i>[If not successful]</i> Has this created any problems? Please describe.

DVHT PROJECT ACCOMPLISHMENTS / SUCCESS

- How do grantees define and assess “success” with regard to
 - o victim identification
 - o case management and comprehensive, coordinated service delivery
 - o trauma-informed care (adoption of principles and practices that promote a culture of safety, empowerment, and healing)
 - o client progress and success
 - o partnerships
 - o community awareness
 - o survivor engagement
- Which program elements do grantees define as most successful? Least successful?
 - o What factors do grantees and partners identify as affecting success?
- To what extent do victims served by DVHT programs experience positive outcomes in domains of safety, well-being, social connectedness and self-sufficiency?

- o What are the characteristics of victims who are most likely to experience positive outcomes in different domains?

<p>Project Leadership</p>	<p>REVIEW SURVEY RESPONSES REGARDING ACCOMPLISHMENTS (PD 46); PD INTERVIEW 12, 17, 18, 22, 30, 34, 36, 39, 47, 50, 52</p> <p>Which aspects/components of the DVHT project do you feel have been the most successful so far?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ Why? What do you believe are the main factors that have contributed to the success of your DVHT project? (<i>Possible probes: organizational capacity, previous experience or expertise working with trafficking victims, strong partnerships, experienced and capable staff, ability to directly provide services, partnerships with law enforcement or the justice system</i>) ▪ Which have been the least successful? <p>Overall, what do you feel are the strengths of the project? What are the project's limitations?</p>
<p>Case Manager(s) and Direct Services Staff</p>	<p>[Definition & assessment of success] How do you define client progress and success?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ What tools and approaches do case managers/staff use to measure client progress/success? ▪ What does it mean for a client to be “successful”? Can you share a couple of examples of client successes? <p>[DVHT PROJECT ACCOMPLISHMENTS] What do you attribute to your project's [success/lack of success] in helping clients identify and achieve their personal goals? (CM 21q)</p> <p>Based on your experience of working with domestic human trafficking victims, what do you think are the characteristics of victims who are most likely to experience positive outcomes?</p> <p>PROBES:</p> <ul style="list-style-type: none"> ▪ safety ▪ social connectedness ▪ self-sufficiency ▪ other? <p>Overall, what do you feel are the strengths of the project? What are the project's limitations?</p>

<p>Partner</p>	<p>[Definition & assessment of success] How do you define client progress and success? PROBES:</p> <ul style="list-style-type: none"> ▪ What tools and approaches to staff use to measure client progress/success? ▪ What does it mean for a client to be “successful”? Can you share 1-2 examples of client successes? ▪ What successes have you had in terms of providing care for trafficking victims? What facilitated these successes? <p>[DVHT PROJECT ACCOMPLISHMENTS] What do you attribute [DHVT PROJECT]’s [success/lack of success] in helping clients identify and achieve their personal goals? (PTR 19q)</p> <p>What do you think has been the most successful in terms of your partnership with the DVHT project?</p> <p>Overall, what do you feel are the strengths of the project? What are the project’s limitations?</p>
<p>Survivor Leader</p>	<p>[Definition & assessment of success] How do you define client progress and success? PROBES:</p> <ul style="list-style-type: none"> ▪ What does it mean for a client to be “successful”? Can you share a couple of examples of client successes? <p>What do you think are the characteristics of domestic human trafficking victims who are most likely to experience positive outcomes? PROBES:</p> <ul style="list-style-type: none"> ▪ safety ▪ social connectedness ▪ self-sufficiency

CLIENT AND SERVICES DATA

<p>Project Leadership</p>	<p><i>Review any answers from telephone interview that need clarification or are lacking details.</i></p>
<p>Case Manager(s) and Direct Services Staff</p> <p>Partner [if organization provides case management]</p>	<p>We would like to understand the data that you collect about clients and services. How are you collecting/tracking information about clients, services provided, and referrals? PROBES:</p> <ul style="list-style-type: none"> ▪ Do you document the following? <ul style="list-style-type: none"> - Clients’ needs - Services provided (Whether client received service, attendance/participation) - Referrals - Client progress ▪ What is the process for data collection and storage? ▪ Who is collecting the data? (Probe for one person/multiple people, who enters data, who is the point of contact)

	<ul style="list-style-type: none"> ▪ When is the data collected/documented? ▪ What type of system are you using to store and manage the data? <i>(Probe for hard copy/electronic, type of database, if the data is exportable, other data reporting required [e.g., OVC, HMIS])</i>
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

MODEL

<p>Project Leadership</p> <p>Case Manager(s) and Direct Services Staff</p> <p>Partner</p>	<p>From your experience your DVHT project and working with domestic victims of human trafficking, what are your thoughts about the type of program or organization that is best suited for serving trafficking victims?</p> <p><i>PROBE:</i></p> <ul style="list-style-type: none"> ▪ Do you think that programs/organizations that are solely anti-trafficking focused or trafficking-specific are the best venue for addressing trafficking in your community? Or do you think that anti-trafficking work and services for victims can be and should be integrated into existing service organizations such as domestic violence or sexual assault organizations, public health/medical agencies, child advocacy organizations, etc.? Why?
----------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------